

and Service Options

1

e convenience
service from

des:

ed local calling
the Basic

ll and domestic

2

bscribers who
local and
ir existing

les:

ed local calling
the Premium

our toll and

features^{1,2}

3

bscriber
ce calls
other

les:

ed local calling
the Premium

ur toll and

eatures^{1,2}

CompleteAccessSM Package 4

If you've never enjoyed the convenience of cellular service before, combine your local and domestic long distance services with the security of staying connected no matter where you are.

CompleteAccessSM Package 4 Includes:

- Ameritech Cellular service in conjunction with current promotional offer¹
- Ameritech local service with unlimited local calling
- One Free local calling feature from the Premium Features List
- A great flat rate per minute for all your toll and domestic long distance calls

CompleteAccessSM Package 5

For high demand communication users - this package provides attractive rates for all your communication services - cellular, local and domestic long distance. The more you call on your cellular phone the more you save with the sliding scale of cellular airtime rates.

CompleteAccessSM Package 5 Includes:

- Ameritech Cellular service in conjunction with current promotional offer¹
- All these Free features on your cellular phone - Detailed Billing, Call Waiting, Call Forwarding, Three-Way Calling and Standard Voice Mail
- 15 Free minutes of cellular airtime
- Volume discounts on minutes of cellular airtime
- Ameritech local service with unlimited local calling
- Two Free local calling features from the Premium Features List
- A great flat rate per minute for all your toll and domestic long distance calls

CompleteAccessSM Additional Line Package

Tired of getting a busy signal or fighting to make a call? The Additional Line Package is for those customers who need more than one telephone line to meet their growing communication needs. Add an additional line at your home for a FAX, computer or talkative children.

CompleteAccessSM Additional Line Package Includes:

- A low rate for Ameritech local service
- Ameritech local service with unlimited local calling
- A great flat rate per minute for all your toll and domestic long distance calls

For Information or to get
CompleteAccessSM, call:
1-800-MOBILE-4



In a world of technology,
people make the difference.TM

Any local or long distance service will be provided pursuant to tariffs filed by Ameritech Communications International, Inc. ("ACII") and Ameritech Communications, Inc. ("ACI"), respectively. Ameritech Cellular Services does not provide those services and merely is the agent of ACII and ACI for those services.

For service availability call or visit an authorized agent. Credit and other restrictions may apply.

Ameritech® and Ameritech (and design) are registered trademarks and service marks of Ameritech Corporation. CompleteAccessSM, GET IT TOGETHER AND SAVESM, and IN A WORLD OF TECHNOLOGY, PEOPLE MAKE THE DIFFERENCETM are trademarks and/or service marks of Ameritech Corporation.

© Copyright 1998 Ameritech. All rights reserved.

4859N4/98



Get It Together and Save.SM

Ameritech

In a world of technology,
people make the difference.

Introducing... Ameritech CompleteAccessSM

Ameritech CompleteAccessSM customers receive the benefits of combining local, long distance and cellular service from one company... Ameritech. In addition to this convenience, other benefits include:

- Keep your current home phone number.
- One bill for your local, long distance and cellular services.
- One number to call for customer service questions: 1-800-544-1245.
- Simple and convenient communication packages to meet your needs.
- Competitive services priced at great rates.
- Attentive and helpful customer service.

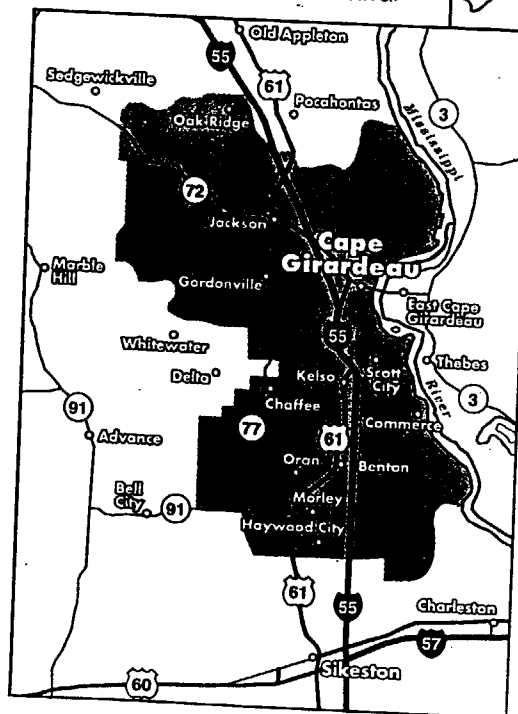
If you already have Ameritech cellular service, simply choose a package that allows you to combine your current cellular pricing with the local and long distance service that is right for you.

If you do not have cellular service with Ameritech, *now* is the time to act. With one low monthly rate for your local residential service and cellular combined, you can choose the features that meet your needs. In addition you will receive great cellular and long distance rates for the calls you make. That way you always receive great value.

ACFCC 0191655

ST. LOUIS Approximate Service Area (Map based on these telephone exchanges)

St. Louis	Imperial
Cedar Hill	Manchester-
DeSoto	Maxville
Festus-Crystal City	Portage/Des Sioux
Gray Summit	St. Charles
Hillsboro	Valley Park
Pacific	Bridgeton
Ware	Creve Coeur
Antonia	Florissant
Eureka	Kirkwood
Harvester	Oakville
Herculaneum-	Spanish Lake
Pevely	Ferguson
High Ridge	Ladue
Pond	Mehlville
Chesterfield	Overland
Fenton	Riverview
	Sappington
	Webster Groves



CAPE GIRARDEAU Approximate Service Area (Map based on these telephone exchanges)

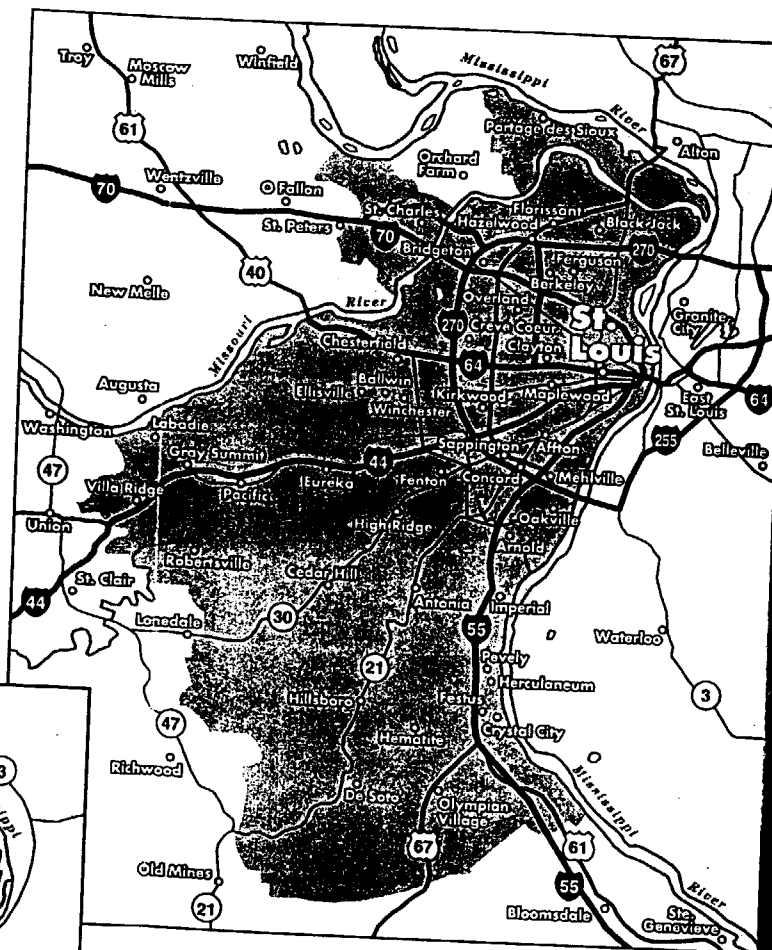
Cape Girardeau
Chaffee
Benton
Oran
Scott City
Jackson
Oak Ridge

MAP COLOR KEY

-  CompleteAccessSM
Service Area
-  Service not yet
available



Get It Together and Save



Why
Ame
Com

You'll
conve

You'll
service
local, l
on one

Amerit
simple
one bil
service

You'll r
from po

Amerite
services
15 years

Amerite
leading
conveni

Amerite
for more
a full-ran
services.

Ameritec
millions
and 40 c

Ameritech

ACFCC 0191656

Cellular News

Cellular Custom Calling Features¹

Call Waiting: When you are talking on the phone, it lets you know when you have another call.

Three-Way Calling: Lets you talk with two parties on the same line at once.

Immediate Call Forwarding/No Answer/Busy Transfer:

Automatically transfers calls to another phone number, so all of your calls will reach you when you're away, or will be forwarded to another phone when your line is busy.

Ameritech Voice Mail (Standard): Allows callers to leave voice messages for you when you are unable to answer the phone.

Detailed Billing: Itemizes each call you place or receive on your cellular phone.

Important Cellular Billing Information

Activation charge (one-time charge) is \$35.00.

Airtime information: Charges are billed for each use of our system rated for airtime, including both calls you make and calls you receive. All calls are billed in one-minute increments, and each fraction of a minute is rounded up to the next full minute.

Service rates and monthly plans are billed in advance. The charges for the actual calls made in the current month generally are billed the following month.

If a service plan includes packaged minutes, those minutes must be used each month. Unused minutes do not carry over to the next month.

For specific Service Plan terms, please refer to the Ameritech CompleteAccess[™] Cellular Terms and Conditions.

Credit approval and restrictions may apply.

Cancellation fees: An Early Cancellation Fee may be charged for each line canceled prior to the Minimum Term.

Cellular

PEAK HOURS

7:00 am to 7:59 pm Monday through Friday.

OFF-PEAK HOURS

8:00 pm to 6:59 am Monday through Friday all day Saturday and Sunday and some holidays (New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day).

Toll and Long Distance

PEAK HOURS

From 7:00 am to 6:59 pm, Monday through Friday.

OFF-PEAK HOURS

From 7:00 pm to 6:59 am, Monday through Friday, and all day on Saturday, Sunday, and some holidays (New Year's Day, Martin Luther King's Birthday (federally observed), Presidents' Day, Memorial Day (federally observed), Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day and Christmas Day).

ACFCC 0191657

¹ Normal airtime charges may apply.

For information or to get
CompleteAccess[™], call:
1-800-MOBILE-4



In a world of technology,
people make the difference.[™]

Any local or long distance service will be provided pursuant to tariffs filed by Ameritech Communications International, Inc. ("ACI") and Ameritech Communications, Inc. ("ACI"), respectively. Ameritech Cellular Services does not provide those services and merely is the agent of ACI and ACI for those services.

For service availability call or visit an authorized agent. Credit and other restrictions may apply.

Ameritech®, Line-Backer® and Ameritech (and design) are registered trademarks and service marks of Ameritech Corporation. CompleteAccess[™], GET IT TOGETHER AND SAVE[™], and IN A WORLD OF TECHNOLOGY, PEOPLE MAKE THE DIFFERENCE[™] are trademarks and/or service marks of Ameritech Corporation.

© Copyright 1998 Ameritech. All rights reserved.

4907N4/98

Cape Girardeau and Surrounding Area Pricing Guide



Get It Together and Save.[™]

Ameritech

In a world of technology,
people make the difference.

Ameritech CompleteAccessSM Packages

Package 1\$13.00/mo.

Local Service

Ameritech local service with unlimited local calling. One free local calling feature from the Basic Features List.

Toll Service

Peak\$0.15/min. Off-Peak\$0.15/min.

Long Distance Service

Peak\$0.15/min. Off-Peak\$0.15/min.

Package 2\$18.95/mo.

Local Service

Ameritech local service with unlimited local calling. One free local calling feature from the Premium Features List.

Toll Service

Peak\$0.14/min. Off-Peak\$0.14/min.

Long Distance Service

Peak\$0.17/min. Off-Peak\$0.12/min.

Cellular Service

Plus existing cellular plan and features.^{1,2}

Package 3\$25.95/mo.

Local Service

Ameritech local service with unlimited local calling. Two free local calling features from the Premium Features List.

Toll Service

Peak\$0.14/min. Off-Peak\$0.12/min.

Long Distance Service

Peak\$0.17/min. Off-Peak\$0.10/min.

Cellular Service

Plus existing cellular plan and features.^{1,2}

Package 4\$28.95/mo.

Local Service

Ameritech local service with unlimited local calling. One free local calling feature from the Premium Features List.

Toll Service

Peak\$0.14/min. Off-Peak\$0.14/min.

Long Distance Service

Peak\$0.17/min. Off-Peak\$0.12/min.

Cellular Service³

Peak\$0.35/min. Off-Peak\$0.35/min.

¹ Pre-paid cellular plans excluded.

² Existing cellular term contract required.

³ New cellular term contract required.

ACFCC 0191658

Package 5\$40.95/mo.

Local Service

Ameritech local service with unlimited local calling. Two free local calling features from the Premium Features List.

Toll Service

Peak\$0.14/min. Off-Peak\$0.12/min.

Long Distance Service

Peak\$0.17/min. Off-Peak\$0.10/min.

Cellular Service³

Cellular line with five free features. Volume discount pricing with 15 minutes included.

Additional Local Line\$10.50/mo.

Local Service

Ameritech local service with unlimited local calling.

Toll Service

Peak\$0.15/min. Off-Peak\$0.15/min.

Long Distance Service

Peak\$0.15/min. Off-Peak\$0.15/min.

Local Service Only\$13.50/mo.

Ameritech local service with no features. Local features may be added.

Toll Service

Message Toll Service (distance sensitive)

Long Distance Service Only

Message Toll Service (distance sensitive)

Local Service Feature Options

Packages 1 through 5 allow you to choose one or two local features at no charge. Listed below are the services now offered by Ameritech CompleteAccessSM with a brief description of each:

Basic Features

Call Forwarding-Basic: Transfer incoming calls to another number.

Call Forwarding-Busy: Incoming calls to a busy line are transferred to another number.

Call Forwarding-No Answer: Transfer incoming calls to another number, if your line is not answered.

Call Forwarding-Busy/No Answer: Transfer incoming calls to another number, if your line is either busy or not answered.

Call Forwarding-Selective: Forward incoming calls from preselected phone numbers to another phone number.

Call Forwarding-Remote Access To: Activate or deactivate Call Forwarding from a remote location.

Call Return-Unlimited Use: Return your last incoming call, whether or not you answered it.

Call Screening: Block incoming calls from selected numbers.

Priority Call: Preselect numbers to have a distinctive ring.

Repeat Dialing-Unlimited Use: Automatically re-dial the last number you tried to call.

Speed Calling-8 Number List: Store up to eight important numbers you can call by dialing one digit.

Three-Way Calling: Talk to two people at two different phone numbers - at the same time.

Line-Backer[®]: Eliminate repair costs with our inside wire maintenance plan.

Premium Features

All the Basic features plus:

Call Waiting/Cancel Call Waiting: Answer a second call when your line is in use.

Caller ID with Name and Number: Show the name and/or number of the person calling (Caller ID display equipment required and sold separately.)

Call Forwarding-Simultaneous: Forward multiple incoming calls to another number.

Ameritech CompleteAccessSM Feature Package

This combines the following popular features for the low monthly rate **\$18.95**.

Call Forwarding-Basic, Call Forwarding-Selective, Call Return-Unlimited Use, Call Screening, Call Waiting/Cancel Call Waiting, Caller ID with Name and Number, Priority Call, Repeat Dialing-Unlimited Use, Speed Calling - 8 Number List and Three-Way Calling.

Ameritech CompleteAccessSM Solution Packages

When you purchase packages 1 through 5 and select the Ameritech CompleteAccessSM Feature Package, you receive an additional discount on your monthly package rate.

Line-Backer[®] - Ameritech's Inside Wire Maintenance Plan

Line-Backer[®] Maintenance plan has been created to help protect customers against unexpected inside wire repair charges. To order Line-Backer[®] or request repair service call 1-800-544-1245. See the Ameritech Line-Backer[®] brochure for more details.



Get It Together and Saver

Cellular Custom Calling Features¹

Call Waiting: When you are talking on the phone, it lets you know when you have another call.

Three-Way Calling: Lets you talk with two parties on the same line at once.

Immediate Call Forwarding/No Answer/Busy Transfer:

Automatically transfers calls to another phone number, so all of your calls will reach you when you're away, or will be forwarded to another phone when your line is busy.

Ameritech Voice Mail (Standard): Allows callers to leave voice messages for you when you are unable to answer the phone.

Detailed Billing: Itemizes each call you place or receive on your cellular phone.

Important Cellular Billing Information

Activation charge (one-time charge) is \$35.00.

Airtime information: Charges are billed for each use of our system rated for airtime, including both calls you make and calls you receive. All calls are billed in one-minute increments, and each fraction of a minute is rounded up to the next full minute.

Service rates and monthly plans are billed in advance. The charges for the actual calls made in the current month generally are billed the following month.

If a service plan includes packaged minutes, those minutes must be used each month. Unused minutes do not carry over to the next month.

For specific Service Plan terms, please refer to the Ameritech CompleteAccessSM Cellular Terms and Conditions.

Credit approval and restrictions may apply.

Cancellation fees: An Early Cancellation Fee may be charged for each line canceled prior to the Minimum Term.

Cellular

PEAK HOURS

7:00 am to 7:59 pm Monday through Friday.

OFF-PEAK HOURS

8:00 pm to 6:59 am Monday through Friday all day Saturday and Sunday and some holidays (New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day).

Toll and Long Distance

PEAK HOURS

From 7:00 am to 6:59 pm, Monday through Friday.

OFF-PEAK HOURS

From 7:00 pm to 6:59 am, Monday through Friday, and all day on Saturday, Sunday, and some holidays (New Year's Day, Martin Luther King's Birthday (federally observed), Presidents' Day, Memorial Day (federally observed), Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day and Christmas Day).

ACFCC 0191659

¹ Normal airtime charges may apply.

For information or to get
CompleteAccessSM, call:
1-800-MOBILE-4

Ameritech.

In a world of technology,
people make the difference.TM

Any local or long distance service will be provided pursuant to tariffs filed by Ameritech Communications International, Inc. ("ACII") and Ameritech Communications, Inc. ("ACI"), respectively. Ameritech Cellular Services does not provide those services and merely is the agent of ACII and ACI for those services.

For service availability call or visit an authorized agent. Credit and other restrictions may apply.

Ameritech®, Line-Backer® and Ameritech (and design) are registered trademarks and service marks of Ameritech Corporation. CompleteAccessSM, GET IT TOGETHER AND SAVESM, and IN A WORLD OF TECHNOLOGY, PEOPLE MAKE THE DIFFERENCETM are trademarks and/or service marks of Ameritech Corporation.

© Copyright 1998 Ameritech. All rights reserved.

4865N4/98

St. Louis Pricing Guide


CompleteAccessSM

Get It Together and Save.SM

Ameritech

In a world of technology,
people make the difference.

Ameritech CompleteAccessSM Packages

Package 1\$14.50/mo.

Local Service

Ameritech local service with unlimited local calling. One free local calling feature from the Basic Features List.

Toll Service

Peak\$0.15/min. Off-Peak\$0.15/min.

Long Distance Service

Peak\$0.15/min. Off-Peak\$0.15/min.

Package 2\$20.95/mo.

Local Service

Ameritech local service with unlimited local calling. One free local calling feature from the Premium Features List.

Toll Service

Peak\$0.14/min. Off-Peak\$0.14/min.

Long Distance Service

Peak\$0.17/min. Off-Peak\$0.12/min.

Cellular Service

Plus existing cellular plan and features.^{1,2}

Package 3\$27.95/mo.

Local Service

Ameritech local service with unlimited local calling. Two free local calling features from the Premium Features List.

Toll Service

Peak\$0.14/min. Off-Peak\$0.12/min.

Long Distance Service

Peak\$0.17/min. Off-Peak\$0.10/min.

Cellular Service

Plus existing cellular plan and features.^{1,2}

Package 4\$30.95/mo.

Local Service

Ameritech local service with unlimited local calling. One free local calling feature from the Premium Features List.

Toll Service

Peak\$0.14/min. Off-Peak\$0.14/min.

Long Distance Service

Peak\$0.17/min. Off-Peak\$0.12/min.

Cellular Service³

Peak\$0.35/min. Off-Peak\$0.35/min.

Package 5\$42.95/mo.

Local Service

Ameritech local service with unlimited local calling. Two free local calling features from the Premium Features List.

Toll Service

Peak\$0.14/min. Off-Peak\$0.12/min.

Long Distance Service

Peak\$0.17/min. Off-Peak\$0.10/min.

Cellular Service³

Cellular line with five free features. Volume discount pricing with 15 minutes included.

ACFCC 0191660

¹ Pre-paid cellular plans excluded.

² Existing cellular term contract required.

³ New cellular term contract required.

Additional Local Line\$12.50/mo.

Local Service

Ameritech local service with unlimited local calling.

Toll Service

Peak\$0.15/min. Off-Peak\$0.15/min.

Long Distance Service

Peak\$0.15/min. Off-Peak\$0.15/min.

Local Service Only\$15.00/mo.

Ameritech local service with no features. Local features may be added.

Toll Service

Message Toll Service (distance sensitive)

Long Distance Service Only

Message Toll Service (distance sensitive)

Local Service Feature Options

Packages 1 through 5 allow you to choose one or two local features at no charge. Listed below are the services now offered by Ameritech CompleteAccessSM with a brief description of each:

Basic Features

Call Forwarding-Basic: Transfer incoming calls to another number.

Call Forwarding-Busy: Incoming calls to a busy line are transferred to another number.

Call Forwarding-No Answer: Transfer incoming calls to another number, if your line is not answered.

Call Forwarding-Busy/No Answer: Transfer incoming calls to another number, if your line is either busy or not answered.

Call Forwarding-Selective: Forward incoming calls from preselected phone numbers to another phone number.

Call Forwarding-Remote Access To: Activate or deactivate Call Forwarding from a remote location.

Call Return-Unlimited Use: Return your last incoming call, whether or not you answered it.

Call Screening: Block incoming calls from selected numbers.

Priority Call: Preselect numbers to have a distinctive ring.

Repeat Dialing-Unlimited Use: Automatically re-dial the last number you tried to call.

Speed Calling-8 Number List: Store up to eight important numbers you can call by dialing one digit.

Three-Way Calling: Talk to two people at two different phone numbers - at the same time.

Line-Backer[®]: Eliminate repair costs with our inside wire maintenance plan.

Premium Features

All the Basic features plus:

Call Waiting/Cancel Call Waiting: Answer a second call when your line is in use.

Caller ID with Name and Number: Show the name and/or number of the person calling (Caller ID display equipment required and sold separately.)

Call Forwarding-Simultaneous: Forward multiple incoming calls to another number.

Ameritech CompleteAccessSM Feature Package

This combines the following popular features for the low monthly rate **\$18.95**.

Call Forwarding-Basic, Call Forwarding-Selective, Call Return-Unlimited Use, Call Screening, Call Waiting/Cancel Call Waiting, Caller ID with Name and Number, Priority Call, Repeat Dialing-Unlimited Use, Speed Calling - 8 Number List and Three-Way Calling.

Ameritech CompleteAccessSM Solution Packages

When you purchase packages 1 through 5 and select the Ameritech CompleteAccessSM Feature Package, you receive an additional discount on your monthly package rate.

Optional Metropolitan Calling Area (MCA) Service

This optional monthly service provides you with an expanded local calling scope. The monthly service charge depends on where you live (see map). There are three different MCA zones in the St. Louis area.

Line-Backer[®] - Ameritech's Inside Wire Maintenance Plan

Line-Backer[®] Maintenance plan has been created to help protect customers against unexpected inside wire repair charges. To order Line-Backer[®] or request repair service call 1-800-544-1245. See the Ameritech Line-Backer[®] brochure for more details.



Card Activation

To activate your
calling card
and select a PIN,
please call...
1-800-544-1245

*Important: Please carry this
calling card guide in your wallet.*

Price Protection

Use your Ameritech
CompleteAccessSM calling
card to receive a great rate.

Enjoy a guaranteed
low rate of 25¢
per minute on all
local and domestic
long distance calls.

*Surcharges apply to all calling
card calls. All calls are carried by
Century Telecommunications, Inc.*

Ameritech

Ameritech.

In a world of technology,
people make the difference.SM

Ameritech® and Ameritech (and
design) are registered trademarks
and service marks of Ameritech
Corporation. CompleteAccessSM,
GET IT TOGETHER AND
SAVESM, and IN A WORLD
OF TECHNOLOGY, PEOPLE
MAKE THE DIFFERENCESM are
trademarks and/or service marks of
Ameritech Corporation.
© Copyright 1998 Ameritech. All
rights reserved.

4888N 4/98

CompleteAccessSM
Calling Card



Calling Instructions

1. To place a calling card call, dial...
1-888-253-9493
2. At the prompt enter...
1 to place a call*
2 for customer service,
or
0 for operator
assistance.
3. To place another call
enter...
after a call completes

* Be sure to have your phone
number and 4-digit PIN
number handy.

Operator Assistance

**An Ameritech operator
representative is
always available to
assist you.**

Simply dial

1-888-253-9493

Complete Access

Get It Together and Server

International Calling

1. To place an outbound
international calling card
call, dial...
1-888-253-9493
2. At the prompt enter...
1 to place a call
3. At the next prompt enter...
1 to place an
international call

*For your convenience, all interna-
tional calls are placed through an
Ameritech operator. Calls to some
countries may be blocked.*



Customer Service

**An Ameritech
Customer Service
Representative
is available to assist
you with any
calling card needs.
To request a calling
card or change your
PIN, please call...**

1-800-544-1245

Index

pa

Introduction	4
Packages and Service Options	5
Local Service Information	
Local Service Feature Options	6
Additional Local Service Options	7
Long Distance Service Information	8
Cellular Service Information	9
Billing and General Information	10
Questions and Answers	11



Thank you
for choosing

Ameritech

CompleteAccessSM

As an Ameritech CompleteAccessSM customer you will receive the benefits of purchasing local, long distance and cellular service from one company...Ameritech. In addition to this convenience, you will receive other benefits including:

- One bill for your local, long distance and cellular services.
- One number to call for customer service questions:
1-800-544-1245
- Simple and convenient communication packages to meet your needs.
- Competitive services priced at great rates.
- Attentive and helpful customer service.

This brochure provides you with information about your new service(s) from Ameritech. It explains your new packages as well as rate, benefit and other optional services available to you.

544 1245

Packages & Service Options

CompleteAccessSM Package 1

Ameritech's CompleteAccessSM Package 1 is ideal for those customers who want the convenience of having their local and long distance service from one company.

CompleteAccessSM Package 1 includes:

- Ameritech local service with unlimited local calling
- One Free local calling feature from the Basic Features List (see page 6)
- A flat rate per minute for all your toll and domestic long distance calls

CompleteAccessSM Package 2

Ideal for current Ameritech cellular subscribers who want the simplicity of combining their local and long distance service with their existing cellular service.

CompleteAccessSM Package 2 includes:

- Ameritech local service with unlimited local calling
- One Free local calling feature from the Premium Features List (see page 6)
- A great flat rate per minute for all your toll and domestic long distance calls
- Your current cellular plan, rates and features^{1,2}

CompleteAccessSM Package 3

You're already an Ameritech cellular subscriber who make lots of long distance calls and you can't live without Caller ID or other premium features.

CompleteAccessSM Package 3 includes:

- Ameritech local service with unlimited local calling
- Two Free local calling features from the Premium Features List (see page 6)
- A great flat rate per minute for all your toll and domestic long distance calls
- Your current cellular plan, rates and features^{1,2}

CompleteAccessSM Package 4

If you've never enjoyed the convenience of cellular service before, combine your local and long distance services with the security of staying connected no matter where you are.

¹ Pre-paid cellular plans excluded.

² Existing cellular term contract required.

³ New cellular term contract required.

CompleteAccessSM Package 4 includes:

- Ameritech cellular service in conjunction with current promotional offer¹
- Ameritech local service with unlimited local calling
- One Free local calling feature from the Premium Features List (see page 6)
- A great flat rate per minute for all your toll and domestic long distance calls

CompleteAccessSM Package 5

For high demand communication users - Package 5 provides attractive rates for all your communication services - cellular, local and long distance. The more you call on your cellular phone the more you save with our sliding scale of cellular airtime rates.

CompleteAccessSM Package 5 includes:

- Ameritech cellular service in conjunction with current promotional offer¹
- All these Free features on your cellular phone - Detailed Billing, Call Waiting, Call Forwarding, Three-Way Calling, and Standard Voice Mail
- 15 Free minutes of cellular airtime
- Volume discounts on minutes of cellular airtime
- Ameritech local service with unlimited local calling
- Two Free local calling features from the Premium Features List (see page 6)
- A great flat rate per minute for all your toll and domestic long distance calls

CompleteAccessSM Additional Line Package

Tired of getting a busy signal or fighting to make a call? The Additional Line Package is for those customers who need more than one telephone line to meet their growing communication needs. Add an additional line at your home for a FAX, computer or talkative children.

CompleteAccessSM Additional Line Package includes:

- A low rate for Ameritech local service
- Ameritech local service with unlimited local calling
- A great flat rate per minute for all your toll and long distance calls

Local Service Feature Options

Ameritech is your local service provider and offers many of the same features you may have used in the past. Packages 1 through 5 allow you to choose one or two local features at no charge.

Listed below are the services now offered by Ameritech with a brief description of each:

Basic Features

Call Forwarding-Basic

Transfer incoming calls to another number.

Call Forwarding-Busy

Incoming calls to a busy line are transferred to another number.

Call Forwarding-No Answer

Transfer incoming calls to another number if your line is not answered.

Call Forwarding-Busy/No Answer

Transfer incoming calls to another number if your line is either busy or not answered.

Call Forwarding-Selective

Forward incoming calls from preselected phone numbers to another phone number.

Call Forwarding-Remote Access To

Activate or deactivate Call Forwarding from a remote location.

Call Screening

Block incoming calls from selected numbers.

Priority Call

Preselect numbers to have a distinctive ring.

Repeat Dialing-Unlimited Use

Automatically re-dial the last number you tried to call.

Call Return-Unlimited Use

Return your last incoming call, whether or not you answered it.

Speed Calling-8 Number List

Store up to eight important numbers you can call by dialing one digit.

Three-Way Calling

Talk to two people at two different phone numbers - at the same time.

Line-Backer®

Line-Backer® Maintenance plan has been created to help protect customers against unexpected inside wire repair charges. To order Line-Backer® or request repair service call 1-800-544-1245. See the Ameritech Line-Backer® brochure for more details.

Premium features

All the Basic features plus:

Call Waiting/Cancel Call Waiting

Answer a second call when your line is in use.

Caller ID with Name and Number

Show the name and/or number of the person calling (Caller ID display equipment required and sold separately.)

Call Forwarding-Simultaneous

Forward multiple incoming calls to another number.

Ameritech CompleteAccess™ Feature Package

This combines the following popular features for the low monthly rate \$18.95. Call Forwarding-Basic, Call Forwarding-Selective, Call Return-Unlimited Use, Call Screening, Call Waiting/Cancel Call Waiting, Caller ID with Name and Number, Priority Call, Repeat Dialing-Unlimited Use, Speed Calling-8 Number List and Three-Way Calling.

Ameritech CompleteAccess™ Solution Packages

When you purchase packages 1 through 5 and select the Ameritech CompleteAccess™ Feature Package, you receive an additional discount on your monthly package rate.

Additional Local Service Options

Optional Metropolitan Calling Area (MCA) Service

This optional monthly service provides you with an expanded local calling scope. The monthly service charge depends on where you live (see map). There are three different MCA zones in the St. Louis area.

Installation and Repair Charges

Installation or repair services are performed on a time and materials basis. The first 30 minutes of work will be billed at \$78 with each additional 15 minute increment billed at \$26. A trip charge of \$37 may apply for repair visits to your home.

Local Directory Listings

Your local directory listings will not have to change with Ameritech CompleteAccessSM service. If for any reason you would like to change your listing for future directories, we offer several listing options. Just call us at 1-800-544-1245 for more information or to make changes. There is one free residential primary listing per account. Other listing options and their charges are listed below:

Private Listing Non-Public Service a listing which is not available in either the printed alphabetical section of the directory or directory assistance records **\$1.60**

Semi-Private Non-Listed Service, a listing which is only available in directory assistance records **\$1.20**

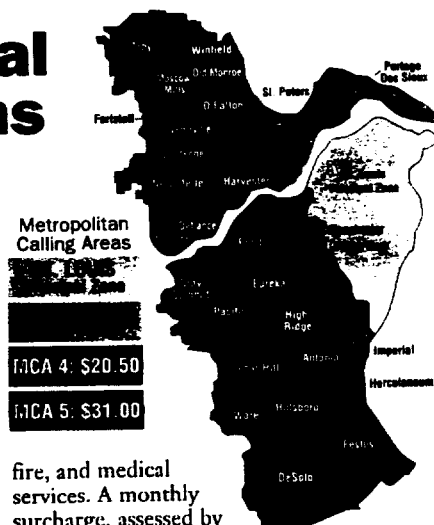
Basic Additional Listings, an additional listing with the same telephone number as the primary listing **\$1.20**

Local Directory Assistance

Ameritech Directory Assistance is available anytime, day or night, 7 days a week. The first 3 listing requests to 411 or 1-555-1212 are free of charge. After the third request, a 50 cent charge will apply per listing requests.

Emergency Service (911)

Ameritech offers emergency 911 service which allows customers to reach appropriate emergency services including police,



fire, and medical services. A monthly surcharge, assessed by local emergency service authorities, will apply for this service and will be shown under the Other Charges and Credits section of your bill.

IntraLATA Toll

With Ameritech CompleteAccessSM packages you receive one flat rate charge for each minute of use for calls placed outside your local calling area, but within the LATA. An example of a toll call would be for calls placed from St. Louis to Cape Girardeau. Calls placed are subject to peak and off peak rating. Peak times are from 7:00 a.m. to 7:00p.m Monday through Friday. Off peak rates are at all other times.

Other Taxes & Charges

The monthly local access charge includes any applicable mandatory extended area service additive. Other locally and federally mandated charges will appear on your bill. These charges include, but are not limited to, the Federal End User Common Line charge, special municipal surcharges and the Missouri state relay charge.

Service Establishment and Order Charges

There is a \$35 service establishment fee to activate a new local access line. Installation or wiring charges are performed on a time and materials basis. A \$8 service charge may apply for the addition of features to a local account. There is no service order charge to remove a feature.

Long Distance Service

Ameritech is pleased to provide you with long distance service. You pay a low flat rate per minute and no monthly fee or hidden charges. Best of all, you only pay for calls made.

Several types of long distance service are available to you;

Dial 1 Service

This long distance service provides you with the best rates because you dial it yourself. Simply dial 1, the area code, and the seven-digit number you are calling. The per minute charge for your Ameritech dial one service will vary depending on the package you have chosen.

PEAK HOURS

From 7:00 a.m. to 6:59 p.m., Monday through Friday.

OFF-PEAK HOURS

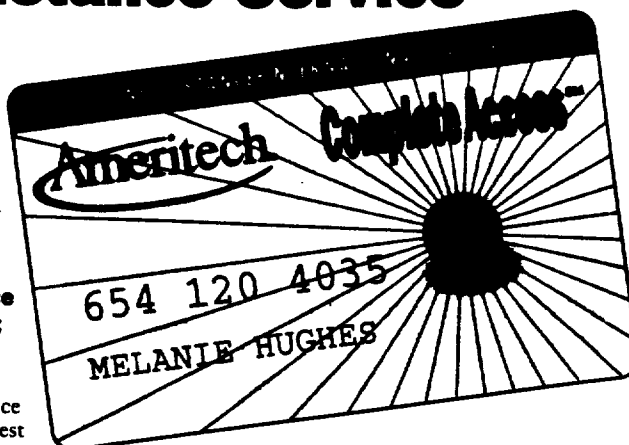
From 7:00 p.m. to 6:59 a.m., Monday through Friday, and all day on Saturday, Sunday, and some holidays (New Year's Day, Martin Luther King's Birthday (federally observed), Presidents' Day, Memorial Day (federally observed), Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day and Christmas Day).

International Calling

You can call near or far with your Ameritech long distance service. All you need is the country code and dialing instructions. If you should need assistance, dial "00" and an Ameritech operator can assist you with your call.

Operator Service

Ameritech long distance service offers operator services 24 hours a day, seven days a week. Should you need to place a



collect call, third party, or person to person call, simply dial "00" and an Ameritech operator can assist you with your call.

Calling Card Service

An Ameritech CompleteAccessSM calling card is available at no additional charge. With this calling card you can place local, long distance and outbound international calls... and have them billed to your home.

Use your Ameritech CompleteAccessSM Calling Card for guaranteed price protection. Enjoy a guaranteed low rate of 25¢ per minute on all local and domestic long distance calls. Simply dial 1-888-253-9493 every time you make a local and long distance calling card call.

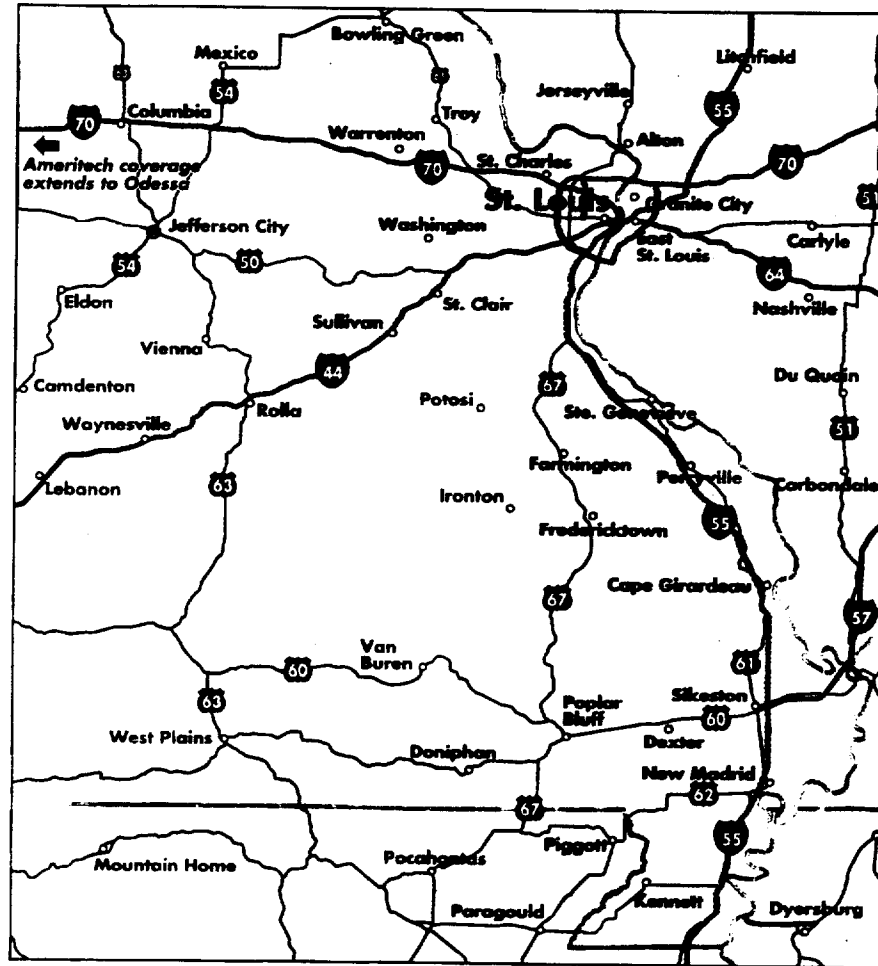
Surcharges apply to all calling card calls. For your convenience, all international calls are placed through an Ameritech operator. Calls to some countries may be blocked.

Initially your Ameritech CompleteAccessSM calling card charges will appear on a separate bill, but soon they will appear on your home phone bill along with your other CompleteAccessSM services.

Cellular Service

Now you can combine Ameritech's great cellular service with your other communication needs. You can add your existing cellular plan to one of our local and long distance packages. Receive the simplicity and conveniences of one bill along with a great value.

If you don't have Ameritech cellular service yet... take advantage of our local, long distance and cellular packages. The pricing is simple and provides a single monthly rate, and low per minute charges on cellular and long distance calls. This is truly a unique offering.



MAP COLOR KEY

**Ameritech Cellular
Service Area**

**Cellular Roaming
Service Area**

Billing and General Information

Monthly Rates

Monthly plans and features are billed in advance. Your first bill will include charges for your next month and may include a prorated amount for the portion of service received in the current month. Partial minutes of use are rounded up to the next full minute.

Non-Recurring Charges

Cellular airtime, toll and long distance usage for calls made in the current month are generally billed the following month. If a service plan includes packaged minutes, those minutes must be used each month. Unused minutes generally do not carry over to the next month, unless specified.

Credit Approval

Credit approval is required for all customers of CompleteAccessSM. Deposits may be required in certain cases.

Cancellation Fees

The minimum term for local and long distance service is 30 days. For cellular service please refer to the cellular terms and conditions in your service agreement. There is no early cancellation fee except for instances where your cellular line is canceled prior to the Minimum Term.

Package Pricing/ Disconnection or Changes of Service(s)

Package pricing is valid only when all service elements remain in effect. If one of the services within the package you have chosen is disconnected, the price plans for the remaining components must be restructured to correspond to valid package or plan offerings. For example, if cellular is dropped from packages 2-5, the new service plan for the remaining services will be at package 1 rates.

Conversely, if a customer expands the components purchased, price plans may be revised to reflect a valid package.

When additional feature(s) are added to a package, the most expensive feature(s) will always be included as the optional free feature(s).

Service Establishment and Service Order Charges

To establish new service with Ameritech, a service establishment fee may apply. This charge could apply for both cellular and local service establishment. Changes to your Ameritech CompleteAccessSM account may incur a service order charge.



Question and Answer

If I switch to Ameritech, will I be able to keep the same phone number I have now and still be listed in the local phone book?
Yes.

What services are offered by Ameritech in Missouri?

Our services include local phone service, long distance, cellular, paging, and wireless data.

Do I have to call a different customer service phone number for questions about my local, long distance, and cellular service?

No.

By simply calling 1-800-544-1245 you can get the information you need on any of the Ameritech services.

If I have trouble with any of my services, are customer service representatives available to take my calls?

Yes.

24 hours a day, 7 days a week.

Will I receive just one convenient billing statement even if I purchase two or more Ameritech services?

Yes.

Does Ameritech offer Caller ID, Call Forwarding, Call Waiting, and other calling features?

Yes.

We began offering cellular service in

St. Louis nearly

15 years ago. Today,

we're one of the

this area's leading

cellular providers.

with convenient

locations to serve you.

Ameritech has

served the Midwest for

more than 120 years

providing a full range

of communication

services.

Ameritech is a global

leader serving millions of

customers in 50 states

and 40 countries.

Call your Ameritech
Service Representative at
1-800-544-1245
for more details.



In a world of technology,
people make the difference.™

Any local or long distance service will be provided pursuant to tariffs filed by Ameritech Communications International, Inc. ("ACII") and Ameritech Communications, Inc. ("ACI"), respectively. Ameritech Cellular Services does not provide those services and merely is the agent of ACII and ACI for those services.

For service availability call or visit an authorized agent. Credit and other restrictions may apply.

Ameritech®, Line-Backer® and Ameritech (and design) are registered trademarks and service marks of Ameritech Corporation. CompleteAccess™, GET IT TOGETHER AND SAVE™, and IN A WORLD OF TECHNOLOGY, PEOPLE MAKE THE DIFFERENCE™ are trademarks and/or service marks of Ameritech Corporation. © Copyright 1998 Ameritech. All rights reserved.

4861N4/98

ACFCC 0191672

remedies available to us at law or equity, we have the right to discontinue or restrict any and/or all of your Ameritech Service lines (whether for cellular, paging or any other service) either temporarily or permanently. In either case, we shall incur no liability whatsoever. However, before restricting or discontinuing your Service(s) for non-payment, we will give you reasonable notice of our intention. If we refer your account to an attorney or agency for collection, you agree to pay our actual collection costs, including court costs and reasonable attorneys' fees, unless prohibited by law. For each check returned unpaid, we will impose a charge of \$25.00 or the highest amount that is allowed by law, whichever is less. If any Service is interrupted, a restoral fee may apply. Additionally, to reinstate any Service, a deposit may be required.

CELLULAR TELEPHONE UNIT: We are not responsible for the installation, operation, quality of transmission or reception or for the maintenance of your cellular telephone unit. You must provide your own cellular telephone unit and maintain it. You must also ensure that it is technically and operationally compatible with our analog and/or digital cellular system and that it complies with the rules and regulations of the Federal Communications Commission.

CELLULAR NUMBER: You have no property right or interest in your cellular telephone number. We reserve the right to change your number or to assign it to someone else when we alone consider such a change or assignment necessary to the conduct of our business.

AVAILABILITY: We will use our best efforts to provide you with quality Service, without interruption. Analog Service is available to working Cellular Telephone units when those units are within the range of cell sites located in a Cellular Geographic Service Area ("Service Area"). Digital Service is available to all compatible working digital cellular telephone units when those units are within range of digital transmitting cell sites in an Ameritech Cellular Code Division Multiple Access (CDMA) Service Area. Service is subject to transmission limitations caused by atmospheric and various other conditions beyond our control. Service may be temporarily unavailable or limited because of the cellular system's capacity limitations. Service to any or all customers may be temporarily interrupted or curtailed because of equipment modifications, upgrades, relocations, repairs and similar activities necessary for the proper operation of Service.

Service is furnished for your use. You are responsible for payments of all Service charges properly billed to your cellular number. Only one cellular telephone unit may use your cellular number.

Where subject to state regulations, Service is offered pursuant to tariffs on file with the local regulatory commissions. Unregulated service is offered pursuant to such terms and conditions as may be determined from time to time by local cellular service providers.

LIMITATION OF LIABILITY

OUR ONLY LIABILITY TO YOU IS AS FOLLOWS:

IN NO EVENT SHALL WE BE LIABLE FOR INTERRUPTIONS OR DELAYS IN TRANSMISSION OR FOR ERRORS OR DEFECTS IN TRANSMISSION, NOR FOR FAILURE TO TRANSMIT WHEN ANY SUCH PROBLEMS ARE CAUSED BY ACTS OF GOD, FIRE, WAR, RIOTS, GOVERNMENT AUTHORITIES OR BY OTHER CAUSES BEYOND OUR CONTROL. NO CREDIT ALLOWANCE WILL BE GIVEN FOR INTERRUPTIONS CAUSED BY YOUR NEGLIGENCE OR BY YOUR WILLFUL ACTS, OR FOR INTERRUPTIONS CAUSED BY FAILURE OF SERVICE OTHER THAN OUR SERVICE, OR EQUIPMENT FAILURE OF ANY KIND.

IF SERVICE IS EVER INTERRUPTED FOR REASONS BEYOND YOUR CONTROL, AS YOUR SOLE REMEDY, WE WILL MAKE A CREDIT ALLOWANCE, AT YOUR REQUEST, IN THE FORM OF A PRO RATA ADJUSTMENT OF THE FIXED MONTHLY CHARGES WE BILL YOU. THE PRO RATA ADJUSTMENT WILL BE COMPUTED BY DIVIDING THE LENGTH OF THE SERVICE INTERRUPTION (MEASURED IN 24-HOUR DAYS FROM THE TIME THE INTERRUPTION IS REPORTED TO US) BY A STANDARD 30-DAY

MONTH AND THEN MULTIPLYING THAT RESULT BY OUR FIXED MONTHLY CELLULAR SERVICE CHARGE FOR EACH INTERRUPTED CELLULAR NUMBER. INTERRUPTIONS OF LESS THAN TWENTY-FOUR (24) HOURS TOTAL DURATION WILL NOT BE CREDITED. IF ANY INTERRUPTION LASTS MORE THAN TWENTY-FOUR (24) HOURS, ADDITIONAL PERIODS OF LESS THAN TWENTY-FOUR (24) HOURS BUT MORE THAN TWELVE (12) HOURS LONG SHALL BE CONSIDERED ADDITIONAL DAYS. IN NO CASE SHALL THE CREDIT EXCEED THE MONTHLY SERVICE CHARGE. THIS IS OUR COMPLETE AND ONLY LIABILITY TO YOU FOR SERVICE INTERRUPTION. (WHEN ROAMING, YOU ARE SUBJECT TO THE SAME LIMITATIONS OF LIABILITY THAT THE OPERATOR OF THAT SYSTEM IMPOSES UPON ITS CUSTOMERS. WE DISCLAIM ALL LIABILITY FOR INTERRUPTIONS OF SERVICE ON A SYSTEM THAT IS NOT OURS.)

AMERITECH WILL NOT BE LIABLE FOR ANY ACCIDENTS OR INCIDENTS WHICH RESULT FROM THE PRESENCE OF A CELLULAR TELEPHONE OR ITS USE BY A CUSTOMER OR ANY OTHER PERSON. CUSTOMER SHALL INDEMNIFY AMERITECH AGAINST ANY CLAIMS FOR SUCH EVENTS. THE USE OF A CELLULAR TELEPHONE MAY BE PROHIBITED OR RESTRICTED IN SOME AREAS. IT IS THE CUSTOMER'S RESPONSIBILITY TO CONFORM TO ALL SUCH LAWS OR REGULATIONS AND THE CUSTOMER SHALL INDEMNIFY AMERITECH FROM CLAIMS ARISING FROM ANY SUCH UNLAWFUL USE. IN NO EVENT SHALL AMERITECH BE LIABLE FOR LOST PROFITS, ACTUAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES.

WARRANTY LIMITATIONS: THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE RESPECTING THIS AGREEMENT AND THE SERVICE PROVIDED.

PACKAGED SERVICES: Under certain tariffs publicly filed, a customer may receive Ameritech Cellular's cellular service packaged with Ameritech Communications International, Inc.'s local service and Ameritech Communications, Inc.'s long distance service. Those tariffs are fully incorporated herein, as amended from time to time. The terms of those tariffs are material to this Agreement, which is expressly subject to the tariffs, including but not limited to their limitations of liability. You may review these tariffs by contacting the Missouri Public Service Commission or by contacting those Ameritech Communications entities at 9525 W. Bryn Mawr, Suite 600, Rosemont, Illinois 60018, 1-800-544-1245. The long distance tariff also is available at the Federal Communications Commission.

You further acknowledge that Ameritech Cellular is merely the agent of Ameritech Communications International, Inc. and Ameritech Communications, Inc. for purposes of sales, marketing, customer relations and other administrative or managerial activities involving local or long distance service, and Ameritech Cellular shall have no liability or responsibility in connection with providing such service or in connection with any such activities as agent in connection therewith, all of which are hereby expressly disclaimed.

Any customer who elects such a package of Ameritech Cellular service and Ameritech local and long distance service and whose cellular, local and/or long distance services subsequently terminate will be placed on different service plans for any remaining non-terminated services.

● Ameritech is a registered trademark and service mark of Ameritech Corporation.

© Copyright 1998 Ameritech.

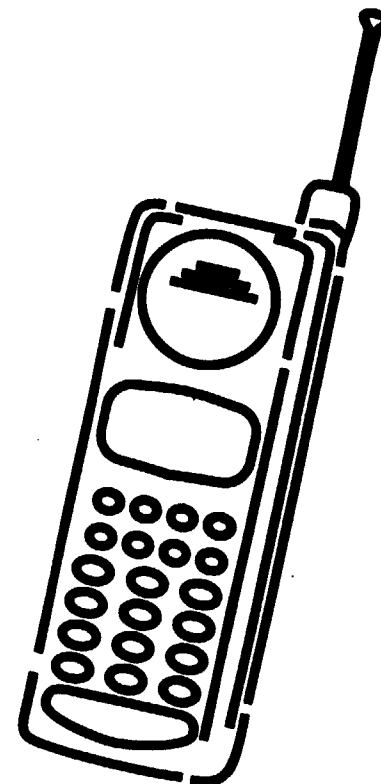
♻️ Printed on Recycled Paper

4869N3/98 MO

ACFCC 0191673

Ameritech.

Cellular Sales Terms



AGREEMENT FOR CELLULAR TELEPHONE SERVICE

This is an Agreement for Cellular Telephone Service ("Service") between the party whose name appears on the Subscriber Service Order or Sales Order Form and Cybernet Corporation ("Ameritech Cellular"), 2000 West Ameritech Center Drive, Hoffman Estates, Illinois 60195. In this document, "you" or "your" refers to the individual or entity who signs this Agreement, and "we", "us", or "our" refers to Ameritech. Unless otherwise specifically defined herein, the terms "Cellular" and "Service", as set forth in this Agreement, shall mean either analog service or digital service or both.

ASSUMPTION OF SERVICE

If at any time you elect to have your Service number assumed by some other person or entity, you will still remain responsible for any and all charges incurred under this Agreement up to the date your number is assumed. No assumption of Service will be effective without Ameritech's consent.

TERMS AND CONDITIONS OF SERVICE

This Agreement shall take effect when we have approved your request for Service and activated your cellular telephone number. **Important:** Regardless of the Service Plan you select, by signing the Subscriber Service Order or Sales Order Form, you agree to a minimum Service period with us (the "Minimum Term") of one (1) year, two (2) years, three (3) years or Month-to-Month (depending on the type of Service Plan you selected). The Minimum Term starts when this Agreement takes effect. Regardless of the type of Service Plan you have selected, the Agreement shall remain in effect throughout the defined Minimum Term.

RATES AND CHARGES: You agree that as long as you subscribe to our Service, you will pay the applicable Service rates (Monthly Service Rates and local Airtime Rates) for the Service Plan you select, along with all charges properly billed to your account. Such charges include (but are not limited to) a one-time activation fee and recurring monthly service charges, applicable airtime charges, applicable late payment charges, auxiliary service charges, interconnect fees and charges for 911 service (where applicable), tolls, taxes, and **ANY APPLICABLE EARLY CANCELLATION FEES.** Such charges also shall include a recurring monthly Federal Universal Service Cost that is remitted by Ameritech to the fund (minus administrative costs) which the federal government requires all telecommunications carriers to support to ensure that all citizens have access to advanced telecommunications services, such as the Internet. Recurring monthly service charges will also be billed monthly in advance. Charges are billed for each use of our system that is rated for airtime, including both calls you make and calls you receive. A charge may be imposed for busy signal or no answer calls. Toll charges include, but are not limited to, charges for calls outside the Service Area, including roaming (that is, Service used while traveling outside your local Service area, unless rated to home usage), and charges for special types of calls such as time or weather information. Ameritech Cellular will be your long distance carrier unless you advise us otherwise prior to signing this Agreement. A \$5.00 Long Distance Carrier Change Charge will be incurred any time you change your long distance carrier. Calls to long distance directory assistance will incur applicable charges plus airtime. For those areas in which Ameritech Cellular Directory Assistance is available, each call to local cellular directory assistance is subject to a cellular directory assistance access charge in addition to a charge for one (1) minute of airtime. All applicable taxes, tolls, airtime and interconnect fees will apply to the call once it has been released by directory assistance to go to the requested number. Any other operator assisted calls are subject to your local telephone company's toll charges, as are all directory assistance calls in those areas where Ameritech Cellular Directory Assistance is not available. Each partial minute of airtime is billed as a full minute.

Customers must review their billing statements and notify Ameritech Cellular of any discrepancies (such as unauthorized calls) within 90 days

after the date of the disputed statement. Ameritech Cellular will issue no billing credits for discrepancies raised more than 90 days after the date of the disputed statement.

LATE CHARGES: Payment of your Service bill is due on the date indicated on the bill. If you reside in the Illinois, Michigan, Ohio or St. Louis service area, balances which remain unpaid on the next billing date shall accrue a late charge of one and one-half percent (1-1/2%) of the balance due per month, or the highest rate permitted by law, whichever is less. If you reside in the Wisconsin service area, balances which remain unpaid on the next billing date shall accrue a late charge of one percent (1%) of the balance due per month, or the highest rate permitted by law, whichever is less.

CHANGES: Ameritech can modify or amend this Agreement at any time by sending you notice in your monthly bill or separately. If you do not agree to the changes made to this Agreement, you must notify us in writing to cancel Service within thirty (30) days of our notice to you and pay all outstanding charges owed to Ameritech Cellular, otherwise you will be conclusively deemed to have agreed to the changes described in our notice. Such changes may include, without limitation, rates and charges, peak and off-peak hours, deposits, Service Plans, billing practices, late charges and any or all other terms and conditions of this Agreement.

EARLY CANCELLATION FEE: Early Cancellation Fees vary according to the Minimum Term chosen. If you select any one (1) year Service Plan and cancel Service during your Minimum Term, then you are responsible for a \$200.00 Early Cancellation Fee in addition to all other outstanding charges on your account. If you select any two (2) year Service Plan and cancel Service during your Minimum Term, then you are responsible for a \$250.00 Early Cancellation Fee in addition to all other outstanding charges on your account. If you select any three (3) year Service Plan and cancel Service during your Minimum Term, then you are responsible for a \$300.00 Early Cancellation Fee in addition to all other outstanding charges on your account.

PROMOTIONAL VALUE: Interconnect fees, Toll Charges and Taxes: As additional consideration for obtaining Service from us, you may have obtained a promotional value from us. You remain responsible for interconnect fees (where applicable), toll charges and for taxes, including any sales tax, which may apply to the promotional value you select, if any. You must pay Seller's Use Tax on any free phone received.

DEPOSITS: We may require a deposit as security for the payment of Service charges. A deposit is not a prepayment for any Service. We will pay simple interest on a deposit from the date it is received until it is returned to you or your Service is terminated. We may apply the deposit at any time to any amount due and unpaid. On demand, you must pay any amount necessary to maintain the deposit at the initial level, along with any additional amount required to guarantee the payment of charges.

REFUND OF DEPOSIT: Your deposit plus interest will be refunded after twelve (12) months if all of the following conditions are met: (1) all bills have been paid in full by the due date; (2) Service has not been suspended or disconnected for non-payment; (3) you have not used a scheme to obtain Service without payment. Refunds will be made by means of a credit of your oldest outstanding Service bill(s) after the end of the twelve (12) month period; at your request, any remaining credit balance (if at least \$5.00) may be refunded by check.

RENEWALS AND/OR CHANGES: At the end of your Minimum Term your line will be renewed on the same Service Plan for successive thirty (30) day terms until you either instruct us to change your Service Plan, renew your Service Agreement, disconnect Service, or until we terminate your service in our sole discretion.

Your Minimum Term is not affected by a change in your Cellular Number.

PACKAGED MINUTES: The Service Plan you have chosen may include a certain number of minutes of local airtime usage (packaged

minutes) to be used each month throughout the Minimum Term.

Packaged minutes cannot be applied to roaming usage (unless rated to home usage). If you actually use less than the monthly total number of packaged minutes allotted in a given month, you will not receive any credit for the unused minutes. Packaged minutes not used in one month are not carried over to the next and are forfeited. Any and all charges other than airtime associated with the packaged minutes (such as long distance) will still apply.

You may have received some free minutes of local usage. You may use such free minutes in a month after using up your packaged minutes for that month. Free minutes that are not used during the period of time for which you received free minutes (i.e., 3 months, 1 year, etc.) expire and are not credited to your account. Partial minutes used are calculated as full minutes.

FEATURES AND OPTIONS: Features and options selected other than those included with your Service Plan, if any, are subject to monthly fees and are in addition to your Monthly Service Rates, charges, taxes, and tolls. Not all features and options are available in all Service Areas. The availability of some digital features may be affected when you approach the boundaries between digital and analog Service Areas or when you are not within the range of a digital transmitting cell site. Any usage associated with these features will be billed at standard rates.

CANCELLATION OF SERVICE: If you selected the Month-to-Month Minimum Term, you may cancel Service by notifying us of your intention to do so. **This right of cancellation is not available to anyone selecting a one (1), two (2) or three (3) year Minimum Term, except as otherwise provided above.**

To reinstate Service, a deposit may be required. If you use the Service in a manner that adversely affects our Service to other customers, we may cancel your Service without notice. Furthermore, the operating characteristics of your analog and/or digital cellular telephone unit must not interfere with the Service we offer to our customers. Service shall not be used for any purpose that violates the law or in any manner which interferes with the use of Service by other customers. Unlawful or interfering uses are grounds for cancellation of your Service. We can also cancel your Service if you have made any false statement for purposes of inducing us to extend Services to you. We may also cancel this Agreement if analog and/or digital cellular service ceases to become available from the Ameritech cellular affiliate servicing your area.

IF YOU WANT TO CHANGE SERVICE PLANS: You must purchase Service for at least six (6) months before you may change to the Vacation Plan. In any event, the length of time your Service may be on the Vacation Plan, does not apply toward fulfillment of your Minimum Term requirement. If you change to a lower priced Service Plan within the first six (6) months of your Minimum Term a \$50.00 Early Transfer Fee will be charged to your account. When changing Service Plans within the first six (6) months of your Minimum Term you may only avoid the Early Transfer Fee by changing to a higher priced Service Plan. Additionally, if you change from a digital Service Plan to an analog Service Plan at any time during your Minimum Term, a \$100.00 Service Transfer Fee will be charged to your account. Remember, in addition to all other outstanding charges on your account, you will always remain liable for the applicable Early Cancellation Fee unless you complete the Minimum Term in which you change Service Plans. If you change Service Plans you must complete your current Minimum Term to avoid an Early Cancellation Fee unless you change to a new Service Plan with a Minimum Term that is greater than the amount of time remaining on your current Minimum Term.

If you have received any Service-related promotional value (Free Minutes, Free Monthly Service, Service Discounts, etc.) and you change Service Plans during your Minimum Term, you will forfeit any remaining/unused promotional benefits.

DEFAULT: If you do not pay any charges owed to us or if you violate any of the terms of this Agreement, in addition to any and all rights and



CompleteAccess™ Order Form

Type of Order:

☐ New Order ☐ Reinstatement ☐ Assumption of service (Previous Account Name)

Cellware Main Account	ACS Order#:	Date Entered:	Credit Reference#:	Credit Class:	Deposit Amount:	Market:	Bill Date:
ACS Contact Name:		ACS Contact#:		Agent ID	Store #		
Credit Information	First Name	M.I.	Last Name				
	Street Address	Apt./Flr.	City	State	Zip Code		
	Home Phone Number	Business Phone Number	Birthdate	Employer			
	Driver's License/State ID#	State	Social Security Number	Appropriate identification is required.			
	Name of Person with Authorized Account Access, other than user. (The person named below is authorized to have access to all information concerning this account and to issue instructions for account treatment.)						
Service Address	First Name	M.I.	Last Name	First Name	M.I.	Last Name	
	Street Address	Apt./Flr.	Street Address	Apt./Flr.			
	City	State	Zip Code	City	State	Zip Code	

Information and Signature: (Please read carefully before signing) I authorize Ameritech to disconnect my current local and/or long distance service(s) and/or commence service on the products and services indicated in these paragraphs. I consent to the release of my Customer Proprietary Network Information (CPNI) so Ameritech can advise me of products and services that meet my communication needs. Under the terms of this Agreement, I do hereby authorize Ameritech to handle all service requests and to issue on my behalf, orders on my telephone service until further notice. I understand that this authorization does not preclude my ability to act on my own behalf to change service providers. Cellular Service is subject to additional terms and conditions, literature # _____, which I have received, if applicable. By signing this agreement, I personally guarantee payment of this account. I authorize the release of credit information. All information herein is true and correct. I acknowledge that any local or long distance service will be provided pursuant to applicable tariffs by Ameritech Communications International, Inc. and Ameritech Communications, Inc. respectively. I further acknowledge that Ameritech Cellular is merely the agent of Ameritech Communications International, Inc. and Ameritech Communications, Inc. for purposes of sales, marketing, customer relations and other administrative or managerial activities involving local or long distance service, and Ameritech Cellular shall have no liability or responsibility in connection with providing such service or in connection with any such activities as agent in connection therewith, all of which are hereby expressly disclaimed.

Customer Signature	Date Signed
CompleteAccess™ Package <input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3 <input type="checkbox"/> #4 <input type="checkbox"/> #5	\$ _____ <input type="checkbox"/> Local Only \$ _____
<input type="checkbox"/> Additional Line Package	\$ _____ <input type="checkbox"/> Long Distance Only \$ _____
CompleteAccess™ Solution Upgrade on Package selected above.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Cellular Number/Account Number	Type of Equipment/Model #	Electronic Serial Number	Existing Cellular Number (if Applicable)
Service Plan Information: (Choose one Minimum Term & one Service Plan)			
Minimum Term <input type="checkbox"/> 1 Year <input type="checkbox"/> 2 Year <input type="checkbox"/> 3 Year <input type="checkbox"/> Month to Month Option (not available with all Service Plans)		Ameritech Cellular Service <input type="checkbox"/> CompleteAccess™ Package #4 <input type="checkbox"/> CompleteAccess™ Package #5	
By selecting one of these packages, I agree to purchase Ameritech cellular service for the designated Minimum Term of one, two or three years, as shown above. I understand that each package is subject to an Early Cancellation Fee, as explained in the Cellular Sales Term Brochure. I have received the Cellular Sales Term Brochure, literature # _____		Service Plan Information Monthly Service Rate \$ _____ Minutes included Monthly _____ Local Airtime Rates per Minute Peak \$ _____ Off-Peak \$ _____ One-time Activation Fee \$ _____	

Customer Signature	Date		
Features & Optional Service:			
Ameritech Voice Mail (Uninitialized Voice Mail will be deleted after 90 days) <input type="checkbox"/> Standard \$ _____ <input type="checkbox"/> Enhanced \$ _____	Other Services <input type="checkbox"/> Accessline@Smart Number® \$ _____ <input type="checkbox"/> Accessline@Smart Number® Plus \$ _____ <input type="checkbox"/> Detailed Billing \$ _____ <input type="checkbox"/> VoiceSelect™ \$ _____ <input type="checkbox"/> Unlimited Nights & Weekends (local off-peak airtime) \$ _____ <input type="checkbox"/> Other \$ _____	Service Options <input type="checkbox"/> Wireless Field Express \$ _____ <input type="checkbox"/> Other \$ _____ <input type="checkbox"/> Other \$ _____ <input type="checkbox"/> Local Calling Area: \$ _____	Monthly Service Rate Monthly Service Rate \$ _____ Minutes included Monthly _____ Local Airtime Rates per Minute Peak \$ _____ Off-Peak \$ _____ One-time Activation Fee \$ _____
Custom Calling Features <input type="checkbox"/> Call Forwarding \$ _____ <input type="checkbox"/> 3-Way Calling \$ _____ <input type="checkbox"/> Call Waiting \$ _____ <input type="checkbox"/> No Answer/Busy Transfer \$ _____ <input type="checkbox"/> Feature Package (Indicate included features above and total at right) \$ _____	(If a box is not selected for each of the following, the default will be "No") International Calling Ability <input type="checkbox"/> Yes <input type="checkbox"/> No Per Line Blocking <input type="checkbox"/> Yes <input type="checkbox"/> No		

Features & Optional Service:			
Call Return <input type="checkbox"/> Call Return \$ _____ <input type="checkbox"/> Priority Call \$ _____ <input type="checkbox"/> Repeat Dialing \$ _____ <input type="checkbox"/> Speed Calling (8 nbr) \$ _____ <input type="checkbox"/> 3-Way Calling \$ _____ <input type="checkbox"/> Caller ID (w/Name & Number) \$ _____ <input type="checkbox"/> Call Waiting \$ _____ <input type="checkbox"/> Call Screening \$ _____ <input type="checkbox"/> Wire Maintenance \$ _____	Monthly Service Rate Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____	Optional Services <input type="checkbox"/> MCA Service \$ _____ <input type="checkbox"/> Calling Card, # of cards _____ \$ _____ Restrict Casual Usage <input type="checkbox"/> Call Return \$ _____ <input type="checkbox"/> Repeat Dialing \$ _____ <input type="checkbox"/> Call Trace \$ _____	Call Blocking Services <input type="checkbox"/> Collect Call \$ _____ <input type="checkbox"/> Third Number \$ _____ <input type="checkbox"/> Complete Toll Restriction \$ _____ <input type="checkbox"/> Block 900/976 Calls \$ _____ <input type="checkbox"/> Additional Jack(s) \$ _____ # of Add'l Jacks _____ at \$ _____ ea One-time Installation fee (est.) \$ _____ One-time Activation Fee \$ _____
Call Forwarding <input type="checkbox"/> Basic \$ _____ <input type="checkbox"/> Busy \$ _____ <input type="checkbox"/> No Answer \$ _____ <input type="checkbox"/> Busy/No Answer \$ _____ <input type="checkbox"/> Selective \$ _____ <input type="checkbox"/> Remote Access \$ _____ <input type="checkbox"/> Simultaneous \$ _____	Monthly Service Rate Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____	Monthly Service Rate Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____	Monthly Service Rate Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____ Monthly Service Rate \$ _____

Working Telephone#:	Expedite Svc Flag:	Requested Activation Date & Time:	Service Type:	InterLATA PIC	PIC Freeze:	Local Freeze:
	<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> ACI <input type="checkbox"/> Other	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Order Instructions:						
Listing Information						
<input type="checkbox"/> Published <input type="checkbox"/> Non-Published <input type="checkbox"/> Non-Listed	Main Listing First Name	M.I.	Last Name	Street Address	Apt./Flr.	City
						State
						Zip Code

CompleteAccessSM Order Form

Type of Order:

☐ New Order ☐ Reinstatement ☐ Assumption of service (_____)
Previous Account Name

Cellware Main Account	ACS Order#:	Date Entered:	Credit Reference#:	Credit Class:	Deposit Amount:	Market:	Bill Date:
					\$		
ACS Contact Name:			ACS Contact#:		Agent ID	Store #	
Credit Information	First Name	M.I.	Last Name				
	Street Address	Apt./Flr.	City		State	Zip Code	
	Home Phone Number	Business Phone Number		Birthdate	Employer		
	Driver's License/State ID#	State	Social Security Number		Appropriate identification is required.		
	Name of Person with Authorized Account Access, other than user. (The person named below is authorized to have access to all information concerning this account and to issue instructions for account treatment.)						
Service Address	First Name	M.I.	Last Name		First Name	M.I.	Last Name
	Street Address	Apt./Flr.	Street Address		Apt./Flr.		
	City	State	Zip Code	City	State	Zip Code	

Information and Signature: (Please read carefully before signing) I authorize Ameritech to disconnect my current local and/or long distance service(s) and/or commence service on the products and services indicated in these paragraphs. I consent to the release of my Customer Proprietary Network Information (CPNI) so Ameritech can advise me of products and services that meet my communication needs. Under the terms of this Agreement, I do hereby authorize Ameritech to handle all service requests and to issue on my behalf, orders on my telephone service until further notice. I understand that this authorization does not preclude my ability to act on my own behalf to change service providers. Cellular Service is subject to additional terms and conditions, literature # _____, which I have received, if applicable. By signing this agreement, I personally guarantee payment of this account. I authorize the release of credit information. All information herein is true and correct. I acknowledge that any local or long distance service will be provided pursuant to applicable tariffs by Ameritech Communications International, Inc. and Ameritech Communications, Inc. respectively. I further acknowledge that Ameritech Cellular is merely the agent of Ameritech Communications International, Inc. and Ameritech Communications, Inc. for purposes of sales, marketing, customer relations and other administrative or managerial activities involving local or long distance service, and Ameritech Cellular shall have no liability or responsibility in connection with providing such service or in connection with any such activities as agent in connection therewith, all of which are hereby expressly disclaimed.

Customer Signature

Date Signed

Products & Packages	CompleteAccess SM Package	<input type="checkbox"/> #1 <input type="checkbox"/> #2 <input type="checkbox"/> #3 <input type="checkbox"/> #4 <input type="checkbox"/> #5	\$ _____	<input type="checkbox"/> Local Only	\$ _____
	<input type="checkbox"/> Additional Line Package		\$ _____	<input type="checkbox"/> Long Distance Only	\$ _____
	CompleteAccess SM Solution Upgrade on Package selected above.	<input type="checkbox"/> Yes <input type="checkbox"/> No			

Cellular Service	Cellular Number/Account Number	Type of Equipment/Model #	Electronic Serial Number	Existing Cellular Number (if Applicable)
	Service Plan Information: (Choose one Minimum Term & one Service Plan)			
	Minimum Term		Ameritech Cellular Service	
	<input type="checkbox"/> 1 Year		<input type="checkbox"/> CompleteAccess SM Package #4	
	<input type="checkbox"/> 2 Year		<input type="checkbox"/> CompleteAccess SM Package #5	
	<input type="checkbox"/> 3 Year			
	<input type="checkbox"/> Month to Month Option (not available with all Service Plans)			
	By selecting one of these packages, I agree to purchase Ameritech cellular service for the designated Minimum Term of one, two or three years, as shown above. I understand that each package is subject to an Early Cancellation Fee, as explained in the Cellular Sales Term Brochure. I have received the Cellular Sales Term Brochure, literature # _____			
	Customer Signature			
	Date			

Cellular Service	Features & Optional Services:		Monthly Service Rate	Other Services	Monthly Service Rate	Service Options	Monthly Service Rate
	Ameritech Voice Mail (Uninitialized Voice Mail will be deleted after 90 days)			<input type="checkbox"/> Accessline@Smart Number®	\$ _____	<input type="checkbox"/> Wireless Field Express	\$ _____
	<input type="checkbox"/> Standard		\$ _____	<input type="checkbox"/> Accessline@Smart Number® Plus	\$ _____	<input type="checkbox"/> Other	\$ _____
	<input type="checkbox"/> Enhanced		\$ _____	<input type="checkbox"/> Detailed Billing	\$ _____	<input type="checkbox"/> Other	\$ _____
	Custom Calling Features			<input type="checkbox"/> VoiceSelect SM	\$ _____	<input type="checkbox"/> Local Calling Area:	\$ _____
	<input type="checkbox"/> Call Forwarding		\$ _____	<input type="checkbox"/> Unlimited Nights & Weekends	\$ _____	(If a box is not selected for each of the following, the default will be "No")	
	<input type="checkbox"/> 3-Way Calling		\$ _____	(local off-peak airtime)	\$ _____	International Calling Ability	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Call Waiting		\$ _____	<input type="checkbox"/> Other	\$ _____	Per Line Blocking	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> No Answer/Busy Transfer		\$ _____				
	<input type="checkbox"/> Feature Package		\$ _____				

Local Service	Features & Optional Services:		Monthly Service Rate	Optional Services	Monthly Service Rate	Call Blocking Services	Monthly Service Rate
	<input type="checkbox"/> A <input type="checkbox"/> B			<input type="checkbox"/> MCA Service	\$ _____	<input type="checkbox"/> Collect Call	\$ _____
	<input type="checkbox"/> Call Return		\$ _____	<input type="checkbox"/> Calling Card, # of cards _____	\$ _____	<input type="checkbox"/> Third Number	\$ _____
	<input type="checkbox"/> Priority Call		\$ _____	Restrict Casual Usage		<input type="checkbox"/> Complete Toll Restriction	\$ _____
	<input type="checkbox"/> Repeat Dialing		\$ _____	<input type="checkbox"/> Call Return	\$ _____	<input type="checkbox"/> Block 900/976 Calls	\$ _____
	<input type="checkbox"/> Speed Calling (8 nbr)		\$ _____	<input type="checkbox"/> Repeat Dialing	\$ _____		
	<input type="checkbox"/> 3-Way Calling		\$ _____	<input type="checkbox"/> Call Trace	\$ _____		
	<input type="checkbox"/> Caller ID (w/Name & Number)		\$ _____			<input type="checkbox"/> Additional Jack(s)	\$ _____
	<input type="checkbox"/> Call Waiting		\$ _____			# of Add'l Jacks _____ at \$ _____ ea	
	<input type="checkbox"/> Call Screening		\$ _____			One-time Installation fee (est). \$ _____	

Working Telephone#:	Expedite Svc Flag:	Requested Activation Date & Time:	Service Type:	InterLATA PIC	PIC Freeze:	Local Freeze:
	<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> ACI <input type="checkbox"/> Other _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Order Instructions:						
Listing Information						
Main Listing First Name		M.I.	Last Name			
Street Address		Apt./Flr.	City	State	Zip Code	
<input type="checkbox"/> Published <input type="checkbox"/> Non-Published <input type="checkbox"/> Non-Listed						

ACFCC 0191677

Telephone Exchange Areas
(In-Region and Bordering Territories)

ACFCC 0191678

AMERITECH WIRE CENTERS

REDACTED

MAPLAN
Gloria Kraatz
847 248-4226

CONFIDENTIAL
Solely for use by employees of Ameritech companies who have a need to know.
Not to be disclosed to or used by any other person without prior authorization.

ACFCC 0191679

ACFCC 0191680 to
ACFCC 0191684

have been redacted in
full because they
contain confidential
information subject to
the protective order
in CC Docket
No. 98-141 before the
Federal Communications
Commission

PERCEIVED KITCHEN SINK ANALYSIS AND RECOMMENDATION

FEBRUARY 21, 1997

ACFCC 0191685

ACFCC 0191686 to
ACFCC 0191709

have been redacted in
full because they
contain confidential
information subject to
the protective order
in CC Docket
No. 98-141 before the
Federal Communications
Commission

ID	Task Name	Start	Finish	% Complet	Resource Names
----	-----------	-------	--------	-----------	----------------

REDACTED

ACFCC 0191711 to
ACFCC 0191716

have been redacted in
full because they
contain confidential
information subject to
the protective order
in CC Docket
No. 98-141 before the
Federal Communications
Commission

AMERITECH
INTEROFFICE MEMORANDUM

Date: 28-May-1998 02:32pm CDT
From: dennism
dennism@cellhe.ameritech.com@
Dept:
Tel No:

TO: HETKE,RICHARD

(HETKE,RICHARD@A1)

Subject: FW: Gateway File Maintenance

REDACTED

ACFCC 0191717

ACFCC 0191713 to
ACFCC _____

have been redacted in
full because they
contain confidential
information subject to
the protective order
in CC Docket
No. 98-141 before the
Federal Communications
Commission

Paul

OPERATIONAL

CLEC's in ST. LOUIS

*Don
Gmt*

 **Southwestern Bell**

 **March '98/'99 Area Code 314**

Greater St. Louis

© Southwestern Bell Telephone Company 199

*friendly neighborhood
global communications*







Your friendly neighborhood global communications company

ACFCC 0191720

Local Service Alternatives

You now have a choice of local telephone service providers. At the time this directory was published, the following companies, in addition to Southwestern Bell, offer local service in the Saint Louis area and requested that their listings appear in the Southwestern Bell directory.

Detailed information about the availability of local service from companies other than Southwestern Bell may be obtained directly from these companies.

 <p>Ameritech In a world of technology, people make the difference.</p> <p>Business Office Business Service 1-888-429-8836 Residential Service 1-888-429-8836 Repair Service 1-800-544-1245</p>	<p>Max-Tel Communication, Inc.</p> <p>Residential Services Business Office 817-427-2149 Customer Service 1-800-583-2289 Repairs 1-800-583-2289</p>
 <p>PCS</p> <p>Business Office Business Services 1-800-555-1414 Residence 1-800-477-1992 Repair Services 1-800-909-6939</p>	 <p>Qcc</p> <p>Business Office Residential 1-800-696-8079 Business 1-800-696-8079 Service and Repair 1-800-454-9685</p>
 <p>WORLD COM</p> <p>Local Sales Office 1-800-799-2686 Customer Service, Repair and Billing 1-800-938-6374</p>	

Friendly User



Confidential

Project Gateway

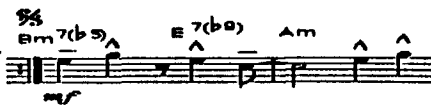
Employee Beta

Objectives

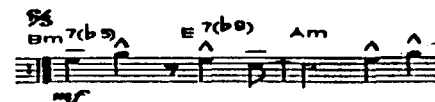
January 26th 1998 Release

ACFCC 0191723

September 3, 1997



*Louie,
Louie...*



Page 1

ACFCC 0191724 to
ACFCC 0191744

have been redacted in
full because they
contain confidential
information subject to
the protective order
in CC Docket
No. 98-141 before the
Federal Communications
Commission



Complete Access™

Get It Together and Save



**Local
Call
Management
Services**

Ameritech®

In a world of technology,
people make the difference.™

ACFCC 0191745

Thank You...

for choosing Ameritech's Call Management services.

We're sure you will be pleased with these new services. In addition to what you've already selected, Ameritech offers other calling options outlined below.

Take a moment to read about the benefits of adding these Call Management services. And when the time is right and you're ready for other ways to make your communication easier, just call Ameritech at 1-800-544-1245.



Contents

KNOW WHO'S CALLING

Caller ID with Name and Number	2
Priority Call	3

SAVE TIME

Three-Way Calling	4
Repeat Dialing	4
Speed Calling	5

NEVER MISS A CALL

Call Waiting	6
Call Return	7
Call Forwarding	8- 12
Basic	8
Busy	9
No Answer	9
Busy/No Answer	9
Selective	10
Simultaneous	11
Remote Access To	11

PROTECT YOUR PRIVACY

Call Blocking	12
Call Screening	13
Call Trace	14

VALUE AND SAVINGS

Ameritech CompleteAccess SM Feature Package	14
--	----



Caller ID with Name and Number

Know who's calling before you answer the phone so you can decide which household member should answer the call. It also allows you to prepare a proper greeting. Plus it helps you identify any hang-up callers.

WHEN YOUR PHONE RINGS:

After the first ring, you may see one of these messages on your display unit:

- ▶ The name and telephone number. Most display devices also show the date and time.
- ▶ **O, Out of Area, or Unavailable.** This call is from an area that does not have Caller ID technology. Or the call is being switched through machinery not equipped with Caller ID technology. Display may also indicate that the name or number is unknown or is unavailable.
- ▶ **P or Private or Anonymous.** The caller is blocking the name or number.
- ▶ **E or Error.** The display unit or telephone cannot identify the caller's phone number. If you pick up the receiver too quickly, you may also read an error message. If you get this message quite often, call repair services.

TO BLOCK YOUR NAME AND NUMBER FROM APPEARING:

- 1) Before placing your call, pick up the telephone and wait for the dial tone.
- 2) Push **4 6 7**. (Dial **1167** on a rotary phone.)
- 3) A series of tones, followed by a dial tone, will let you know that your blocking is activated.
- 4) Dial the desired telephone number

NOTE: You must do this each time you wish to block the delivery of your name and telephone number.

IMPORTANT FEATURES:

- ▶ Most display units store the name and number of your most recent calls. The number of callers recorded depends on which unit you purchase.
- ▶ If you have Call Waiting and hear the Call Waiting tone while on the phone, Caller ID will display the name and number of the second call.

NOTE: Caller ID only displays name and number when both parties' service areas have advanced technologies that allow telephone numbers to be seen. Display may not appear on cellular, calling card, or operator-assisted calls. For long distance calls outside your service area, your long distance carrier must also be equipped with this technology. Caller ID display equipment required and sold separately.

Priority Call

Priority Call allows a customer to establish a list of three priority telephone numbers.

- ▶ When a call is received from one of these numbers, the customer will hear a distinctive ring (short-long-short).
- ▶ Calls NOT from the priority list will be received with a standard ring.
- ▶ If the customer has Call Waiting, the Call Waiting tone will duplicate the distinctive ring for the customer to recognize a priority call.
- ▶ Customer may add and remove numbers from the priority list at any time.

TO ACTIVATE PRIORITY CALL:

- 1) Pick up the receiver, listen for dial tone.
- 2) Push *** 6 1** (dial 1161 on rotary phones) and follow the voice prompts
 - ▶ Feature name and status (feature ON).
 - ▶ Number of entries on the current list.
 - ▶ Service-specific announcements.
 - ▶ Dialing instructions.

VOICE PROMPTS PROVIDE OPTIONS TO:

- 1) Create a list of numbers.
- 2) Add numbers to the list.
- 3) Delete numbers from the list.
- 4) Hear the current numbers on the priority list.
- 5) Obtain dialing instructions.
- 6) Go back to the previous instructions by pressing or dialing **0**.
- 7) Walk the customer through any errors made while establishing the list (e.g. trying to add a duplicate number or a telephone number that will not work with the service).

TO DE-ACTIVATE PRIORITY CALL:

Customer can delete all numbers on the list.

- 1) Push *** 8 1**. (Dial 1181 to deactivate the service).
- 2) Listen to voice prompts.
- 3) Push **0 8**, then hang up (Dial 08 to delete all numbers on the list).

CUSTOMER CAN DEACTIVATE THE SERVICE, BUT SAVE ALL THE NUMBERS ON THE LIST:

- 1) Push *** 8 1**. (Dial 1181 on a rotary phone).
- 2) Follow voice prompts without making any deletions.
- 3) Hang up.

Three-Way Calling

Adding a third person to your call saves time and keeps everyone up-to-date. Working out details is easier with everyone on the line, so you can set up schedules, compare notes and enjoy each other's company – with one phone call.

TO ADD A THIRD PERSON TO YOUR CALL:

- 1) Press the receiver button once.
- 2) Wait for dial tone. Dial the number of the third person.
- 3) When the person answers, you can talk privately with the third person before adding the first person back to the conversation.
- 4) Press the receiver button for one second to add the first person. All three people will now be on the line at the same time.
- 5) If the third person doesn't answer or if the line is busy, press the receiver button twice to stop the ringing or busy signal. This will reconnect you to the first person.

TO DROP THE THIRD PERSON:

- 1) Press the receiver button once. The third person is now disconnected.

IMPORTANT FEATURES:

- ▶ If you hang up, both of the other people will be disconnected.
- ▶ If you receive another call, you can still use Three-Way Calling to add another person by following the instructions above. You pay only for the call you make. Long distance charges may apply.
- ▶ For those times a call simply can't be interrupted, you can temporarily Cancel Call Waiting if you have this service. (See page 7)

Repeat Dialing

There's no need to keep dialing a busy number. Repeat Dialing automatically keeps trying a busy number or redials for 30 minutes the last call you made. And you may still make and receive calls while you're waiting to be connected.

TO CALL BACK A BUSY NUMBER:

- 1) Press the receiver button and listen for a dial tone.
- 2) Push *** 6 6** . (Dial 1166 on a rotary phone.)
- 3) If the line is free, your call will be made. If the line is busy, you will hear a recorded message telling you the number is busy.
- 4) If the number you're calling becomes free in the next 30 minutes, your phone rings in a special way. When you pick up the phone, the connection will be made.

NOTE: You may still make and receive calls during the time you're waiting to be connected.

TO REDIAL THE LAST CALL YOU MADE:

- 1) Push *** 6 6**. (Dial 1166 on a rotary phone.)
- 2) The number will be dialed automatically.

NOTE: If the number is in an area not served by Repeat Dialing, a recorded message will tell you that your call cannot be made. Your long distance carrier must be equipped with this technology for long distance calls outside your service area.

TO CANCEL REPEAT DIALING:

- 1) Push *** 8 6**. (Dial 1186 on a rotary phone.)
- 2) A recording will let you know that your Repeat Dialing request has been canceled.

IMPORTANT FEATURES:

- Repeat Dialing always returns the last call you made, regardless of when you made it. Use Call Return to return the last incoming call.
- Repeat Dialing may be available in your area with unlimited use for a monthly charge or for a pay-per-use charge of 50¢.

Speed Calling

Save time by assigning a special code to frequently dialed numbers. This handy feature lets you touch a few buttons instead of the entire phone number to get fast, accurate dialing.

ASSIGNING SPEED CALLING CODES:

The following instructions tell you how to enter frequently called numbers and assign each one a special code. If you have Speed Calling-8, you can have up to eight numbers on your list. Speed Calling-30 lets you store up to 30 numbers.

NOTE: Speed Calling-30 is only available to existing Speed Calling-30 customers.

Be sure to keep a list of the numbers and the codes near your phone.

SPEED CALLING-8:

- 1) Push **7 4 #**. (Dial 1174 on a rotary phone.)
- 2) Listen for a dial tone.
- 3) Dial the two-digit code (2 - 9) you have assigned for a particular phone number. Then dial the telephone number you wish to enter.
- 4) Two short tones confirm your request.
- 5) Hang up and repeat steps 1 - 4 for each new number.

SPEED CALLING-30:

- 1) Push **[7] [5] #**. (Dial 1175 on a rotary phone.)
- 2) Listen for a dial tone.
- 3) Dial the two-digit code (20 - 49) you have assigned for a particular phone number. Then dial the telephone number you wish to enter.
- 4) Two short tones confirm your request.
- 5) Hang up and repeat steps 1 - 4 for each new number.

TO CHANGE A NUMBER ON YOUR LIST:

- 1) Repeat steps 1 and 2 from either set of instructions above.
- 2) Dial the code of the number you wish to change. Then dial the new number.
- 3) Two short tones confirm your change.
- 4) Hang up and repeat steps 1 - 3 for each change.

TO PLACE A CALL WITH SPEED CALLING:

- 1) Dial one of your Speed Calling codes. Then push **#** (Touch-Tone customers only.)
- 2) After a short wait, your call will go through.

IMPORTANT FEATURES:

- When entering a number requiring an area code, be sure to enter 1 plus the area code, followed by the number.



Call Waiting

Callers won't hear a busy signal and you can avoid missing important calls while you're already on the phone. Switch easily between callers with the push of a button. And if you simply can't be interrupted, you can temporarily cancel Call Waiting.

TO USE CALL WAITING DURING A CALL:

- 1) A **beep** tone tells you that a call is waiting.
- 2) Press the receiver button once and release it. This puts your first call on hold and connects you to the second call.
- 3) To return to the first call, press the receiver button once and release it. You will be reconnected to the first caller.

NOTE: You may switch between calls as often as you want to by repeating the steps above.

TO TEMPORARILY DISCONNECT CALL WAITING BEFORE MAKING A CALL:

- 1) Push *** 7 0**. (Dial 1170 on a rotary phone.)
- 2) Listen for a dial tone. Dial the number you wish to call.
- 3) When you hang up, call waiting is automatically reactivated.

NOTE: You must do this before placing each call.

TO CANCEL CALL WAITING DURING A CALL:

- 1) Press the receiver button and release it quickly.
- 2) Listen for a dial tone.
- 3) Push *** 7 0**. (Dial 1170 on a rotary phone.)

NOTE: You must have Three-Way Calling to do this.

IMPORTANT FEATURES:

- To end your first call before taking the second, hang up when you hear the Call Waiting tone. Your phone will ring with the second call.
- Use Three-Way Calling to add a third party to your call.

Call Return

It's bound to happen. You race for the phone and answer just as the caller hangs up. Now you can dial a simple code to automatically get that "just-missed" call. And if it's busy, your phone will ring back when the line is free.

TO RETURN THE LAST CALL YOU RECEIVED:

- 1) Push *** 6 9**. (Dial 1169 on a rotary phone.)
- 2) Call Return automatically dials the number of the last call you received.
- 3) If the line is busy, you will hear ringing and then a recorded message telling you that the number is busy. Hang up. If the number becomes free in the next 30 minutes, your phone will ring you back with a special ring. When you pick up the phone, you will be put through to the party you called.

NOTE: If the number is in an area code not served by Call Return, a recorded message tells you that your call cannot be completed. For all calls placed using this service, local and long distance charges may apply. For long distance calls outside your service area, your long distance carrier must also be equipped with this technology.

You can still make and receive calls during this callback period. However, Call Return will only ring back if your line is free.

TO CANCEL AUTOMATIC CALL RETURN RINGBACK REQUESTS:

- 1) Push *** 8 9**. (Dial 1189 on a rotary phone.)
- 2) A recorded message confirms your cancellation.

IMPORTANT FEATURES:

- Call Return returns the last incoming call you received, whether you answered the call or not. Use Repeat Dialing to return the last call you made.
- Call Return may be available in your area with unlimited use for a monthly charge or for a pay-per-use charge of 50¢.

Call Forwarding

You'll never miss a call when you're away from home if you have forwarded your calls to another number, even a cellular phone. You can keep in touch wherever you are without having to sit by your phone.

AMERITECH OFFERS SEVEN CALL FORWARDING SERVICE OPTIONS

- | | |
|-------------------------|-----------------------|
| ► BASIC | ► SELECTIVE |
| ► BUSY | ► SIMULTANEOUS |
| ► NO ANSWER | ► REMOTE |
| ► BUSY/NO ANSWER | ► ACCESS TO |

BASIC

Basic allows the customer to automatically program the local line to transfer all incoming calls to another number.

TO FORWARD CALLS TO ANOTHER NUMBER:

- 1) Push *** 7 2**. (Dial 1172 on a rotary phone.)
- 2) Listen for the dial tone.
- 3) Dial the number at which you wish to receive your forwarded calls.
- 4) Two short tones, followed by ringing, confirms your request.
- 5) When the called number is answered, Call Forwarding is on.
- 6) If no one answers or the line is busy, repeat steps 1 - 4. This will set up Call Forwarding without anyone answering the called number.



TO CANCEL CALL FORWARDING:

- 1) Push **1 1 7 3**. (Dial 1173 on a rotary phone.)
- 2) Two tones indicate call forwarding is canceled.

IMPORTANT FEATURES:

- ▶ You cannot answer calls from your home phone after you have activated this feature. As a reminder that Call Forwarding has been activated, you will hear one short ring each time a call is forwarded.
- ▶ You may make outgoing calls from the forwarded phone.
- ▶ If you forward a call, additional local and long distance charges may apply.

BUSY

Call Forwarding-Busy allows the customer to have all incoming calls to a line that is busy automatically transferred to another predetermined line. The forwarded to number is not variable; it is pre-selected and can only be changed by a service order. This feature is typically used with voice mail systems.

NO ANSWER

This service forwards an incoming call to another number when the line is not answered within a predetermined number of rings. The forwarded to number is not variable; it is pre-selected and can only be changed by a service order. This feature is typically used with voice mail systems.

BUSY/NO ANSWER

Call Forwarding-Busy/No Answer (a combination of the two features listed above) is similar to Call Forwarding (CF) in that both services forward incoming calls to another number. However, with CF-Busy/No Answer, calls are forwarded automatically whenever the line is either busy or not answered within a predetermined number of rings.

CF-Busy/No Answer are two services which can be sold separately or combined.

TO ACTIVATE BUSY, NO ANSWER OR BUSY/NO ANSWER:

- 1) Customer contacts Ameritech to reprogram the line.
- 2) Customer provides forwarded-to number and number of rings desired before forwarding.
- 3) Customer contacts Ameritech to deactivate the feature.

SELECTIVE

Selective Call Forwarding provides for establishing a list of up to three telephone numbers.

- ▶ Calls from telephone numbers not on the select list may be handled as usual or forwarded to another number using the regular Call Forwarding feature.

A Call Screening List compares the telephone number from which a call originates against a list of numbers chosen by the customer for the select list.

- ▶ If the list finds a match, central office switching equipment forwards the call to the different number pre-selected by the end-user.
- ▶ Customer may add and remove numbers from the list at any time.

TO ACTIVATE SELECTIVE CALL FORWARDING:

- 1) Pick up the receiver, listen for dial tone.
- 2) Push **1 6 3** (dial 1163 on a rotary phone) and follow voice prompts.
 - ▶ Feature name and status (feature ON)
 - ▶ Numbers of entries on the current list
 - ▶ Service-specific announcements
 - ▶ Dialing instructions

THE VOICE PROMPTS PROVIDE OPTIONS TO:

- ▶ Create a list of numbers.
- ▶ Add numbers to the list.
- ▶ Delete numbers from the list.
- ▶ Hear the list by pressing or dialing **1**.
- ▶ Obtain dialing instructions.
- ▶ Go back to the previous instructions by pressing or dialing **0**.
- ▶ Walk the customer through any errors made while setting up the list, (e.g. trying to add a duplicate number or a number outside the scope of Selective Call Forwarding).



TO DEACTIVATE SELECTIVE CALL FORWARDING:

- 1) Pick up the receiver, listen for dial tone.
- 2) Push ***88** (dial **1183** on a rotary phone) and follow voice prompts.
 - To turn off the service and *save your list*, hang up.
 - To remove all numbers on the list, push **0088** and hang up.

Selective Call Forwarding provides for establishing a list of a maximum of three telephone numbers.

SIMULTANEOUS CALL

Simultaneous Call Forwarding allows customers who subscribe to any of the following call forwarding services to forward multiple calls simultaneously. This would be most appealing to a smaller or medium sized business.

- Call Forwarding-Basic
- Selective Call Forwarding
- Call Forwarding-Busy
- Call Forwarding-No Answer
- Call forwarding-Busy/No Answer

Simultaneous Call Forwarding is offered only when a customer indicates that some forwarded calls are being missed due to multiple calls coming in at one time.

At any one time, from three up to 99 calls can be forwarded, *provided the telephone number to which the calls are forwarded can handle the volume.*

REMOTE ACCESS TO

Remote Access To Call Forwarding (RACF) is another adjunct Call Forwarding feature which allows customers, from any touch-tone telephone, to:

- Remotely activate Call Forwarding features.
- Change the forwarded number.
- Deactivate the Call Forwarding features.
- This can be done without returning to the telephone where the service is physically located.